

## **Project Portfolio Management Licensing and Operational Principles**

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### Definitions and References:

Agency or Agencies—The term **agency** is used as a generic reference for state government organizational units. It can mean an entire department, a division within the department, or even an independent Board or Commission. As such, the Department of Health and Human Services is an agency as are the Office of Management and Budget and the State Board of Elections.

Software/Licenses—These terms are used to describe an authorized user of the Project Portfolio Management (PPM) tool.

### Key Principles:

- All project managers of projects with an estimated budget greater than \$500,000 and requiring SCIO approval will be issued a software license to use in project approval and status reporting.
- For projects with a budget greater than \$100,000, but less than \$500,000 and only requiring registration, ITS will work with the agency to determine how best to enter the project information in the Project Portfolio Management tool.
- All licenses purchased with funds from the IT Fund are owned and managed by ITS. They are assigned to agencies for use as required and in accordance with these principles.
- As of August 1, 2005, the Project Portfolio Management software must be used for project approvals and status reporting.

### Initial Implementation and Issuance of Licenses:

- The Statewide IT Fund was used to acquire the PPM tool, begin the project and provide the initial licenses to agencies.
- Initial licenses were provided to agencies based on several factors; including agency spending for IT, and prior and current project activities. Each project manager with an active project received a license. Agencies with on-going projects requiring State CIO approval also received licenses for the agency CIO and CFO.

- In addition, various managerial roles within agencies were provided licenses in order to facilitate appropriate review of project approval and status reporting information. Examples include PMO Manager and QA Manager.
- Most small executive branch agencies received at least one license and training for the license holder. As new projects are started in these smaller agencies, the PPM Management Team at ITS, in concert with the EPMO and the agency involved, will review the need for additional licenses.
- In accordance with the software purchasing agreement, **sharing of licenses is not allowed.**
- Statewide oversight roles are also being accommodated with the initial set of licenses. The statewide roles include: Office of Budget and Management, Office of the State Controller, Office of the State Auditor, General Assembly and Information Technology Services. The allocation of licenses for statewide oversight does not include licenses for internal management of agency projects. Project management licenses will be handled in the same manner as those for other agencies.

#### Reallocation of Licenses by ITS:

- ITS, as the project manager for the PPM initiative, retains the right to **reallocate** licenses.
- The goal of this project is to ensure that each project manager with an active project that is large enough to require submission to the State EPMO for SCIO approval has a license for the use of the tool. This may require reallocation of previously assigned licenses.
- ITS will maintain the list of licenses issued to each agency.
- On a periodic basis, ITS will review license usage. If a license has not been used for 12 months, the PPM Team will notify the Agency CIO that the license will be removed. The Agency CIO will have 30 days to request that the license be retained.

Agency Changes in Roles and License Holders:

- Each agency CIO is responsible for notifying the ITS Project Portfolio Manager at the following e-mail address [ppm.admin@its.nc.gov](mailto:ppm.admin@its.nc.gov) of any changes in license allocation due to reassignment, resignation, retirement, etc, because the licenses are issued on named seat basis.
- If an agency wishes to make a change in the role assigned to a current license holder within the PPM system, the agency CIO must send a request for a role change to the ITS Project Portfolio Manager at [ppm.admin@its.nc.gov](mailto:ppm.admin@its.nc.gov)

Process for Requesting New Licenses:

- Agency CIO's or their designee must submit a request for a new license via e-mail to [ppm.admin@its.nc.gov](mailto:ppm.admin@its.nc.gov) using the form posted on the SCIO's web site (<http://www.scio.state.nc.us/PortfolioManagementInitiative.asp>). The request must include the name of the individual, their e-mail address, telephone number, role within the system, the justification for the new license, and whether the requested license is replacing a current license.
- The PPM team will review the request, and will respond to the agency CIO within one week of getting the request.

Training:

- All initial users were given hands-on training in the use of the tool.
- Periodically, the EPMO will schedule training classes for new PPM Tool users. New User Training is available in a Windows media file in the NC HELP section of the PPM Tool at Project Portfolio Management/Training Material.
- As time permits, both the ITS EPMO and the ITS Project Portfolio staff will assist agencies with status reporting and creation of new projects.

### Help Desk Support:

- ITS will provide technical support for the PPM tool through the ITS Service Desk.
- All requests for help should be placed with the ITS Service Desk so as to insure proper tracking and resolution.

### Tool and Project Oversight

- ITS will continue its role as project manager for the software tool. As such, it will:
  - a. Create user profiles
  - b. Maintain a web site designed to assist users of the tool (<http://www.scio.state.nc.us/PortfolioManagementInitiative.asp>)
  - c. Maintain the master list of licensed individuals in the agencies and the roles assigned to them in the tool
  - d. Develop the formal processes needed for the full implementation of the tool and as mentioned in the preceding principles.
  - e. Manage new releases and software updates so as to keep the software within the support window.
  - f. Implement tool modifications requested by agencies and approved by the PPM Tool Change Control Board.
  - g. Communicate on a regular basis with agencies regarding any product changes or enhancements.